



New AFIS Facilities Management - TRIRIGA System Log-in and Trouble Shooting

As a new TRIRIGA user, you will receive, on different days, two emails to support your efforts to gain access to the new system.

- The first email (subject: *TRIRIGA System Log-in Instructions*) provides system log-in instructions and the URL link to use in the Internet Browser to access the TRIRIGA web page. This Quick Reference Guide is attached to this email.
- The second email (subject: TRIRIGA System Access) provides your temporary password to gain access to the system. See the content for this email below:

“Your temporary password has been created for the TRIRIGA Facilities Management System. You will be required to change your password after your initial logon. If you have questions please contact the ADOA Service Desk at 602.364.4444, option 4. Good luck!

Password: XXXX”

To access the system using the URL, your connection to the network may vary.

- If you access TRIRIGA using the State Network, you will be able to directly access the system through the provided URL.
- If you use VPN to connect, you will need to activate your VPN prior to accessing the system with this URL.
 - Please note, the deadline for the cutover to AZNET’s new VPN system was June 1, 2015.
 - Agencies need to make sure that they migrate from the current ADOA VPN platform to the new AZNET VPN platform.

This Guide will assist you with the following system log-in activities:

- Logging in to TRIRIGA Facilities Management System
- Changing your Temporary Password
- Setting up your Password Hint
- Changing your Password
- Trouble Shooting

System Log-in and Trouble Shooting - TRIRIGA

Procedure – Logging into the TRIRIGA Facilities Management System

1. Open Internet Explorer.
2. Using the following URL, access the TRIRIGA web page.

<https://afis.az.gov/tririga>



IBM TRIRIGA

User ID:

Password:

Sign In

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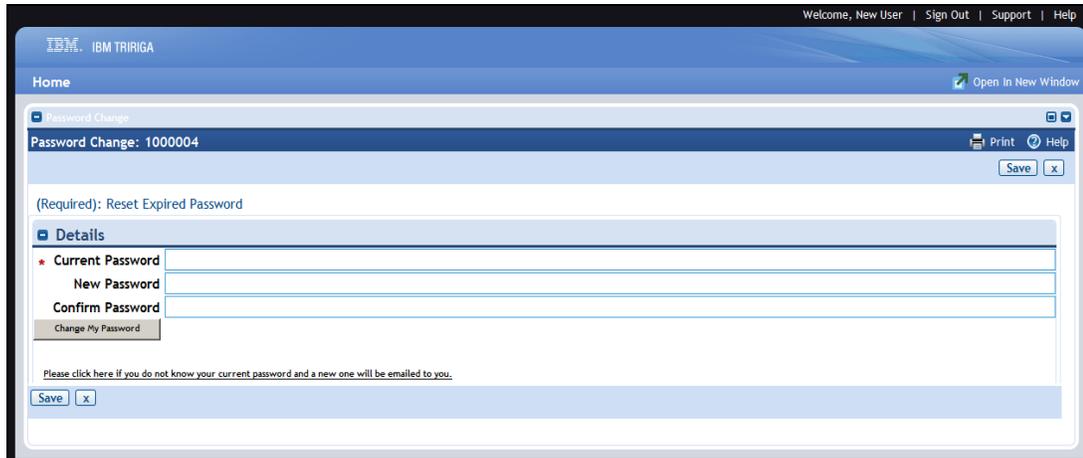
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3. In the **User ID** field, enter **your User ID**, which is your EIN or PIN.
Note: Contact your Agency Coordinator or Agency Level 1 Support if you do not have this information.
4. In the **Password** field, enter **your temporary password** that you received in the Your TRIRIGA Facilities Management System Access email.
5. Click **Sign In**.

System Log-in and Trouble Shooting - TRIRIGA

Procedure – Changing your Temporary Password

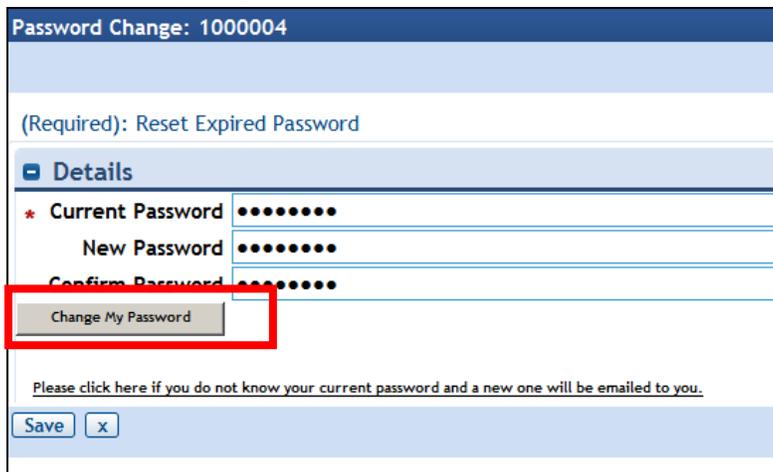
1. When you log into the system with a temporary password assigned, you will be prompted to enter your temporary password.



2. In the **Current Password** field, enter *your temporary password*. We recommend that you copy and paste the temporary password you received in the email.
3. In the **New Password** field, enter *your new password*.
4. In the **Confirm Password** field, re-enter *your new password*. See the table below for the requirements for a valid password.

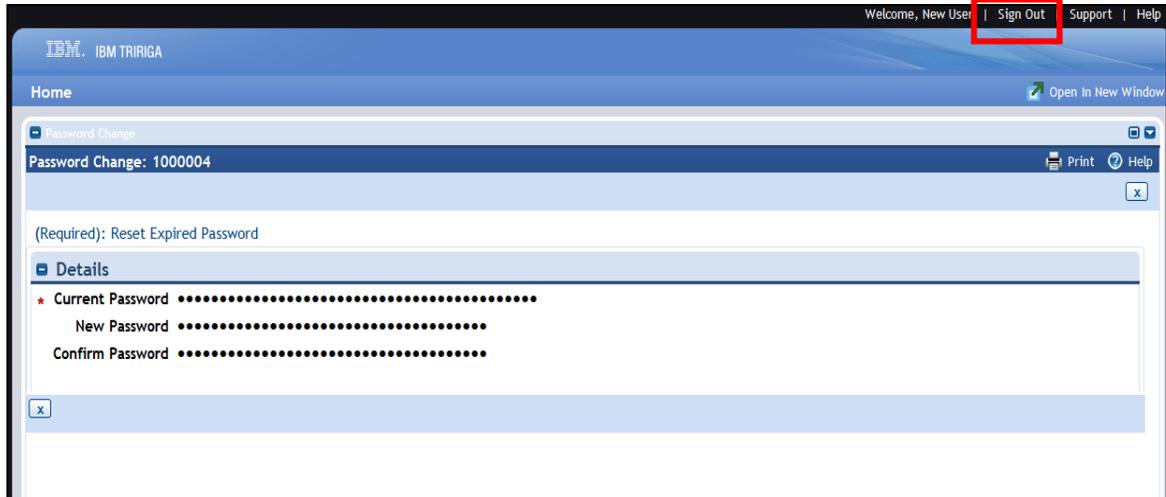
Password must contain all of the following:	
Minimum Length	6
Maximum Length	16
Contain 1 numeric value	Yes
Required Upper Case	Yes
Required Lower Case	Yes
Special Symbol Flag	@ . - \$ # %

5. Click **Change My Password**.



System Log-in and Trouble Shooting - TRIRIGA

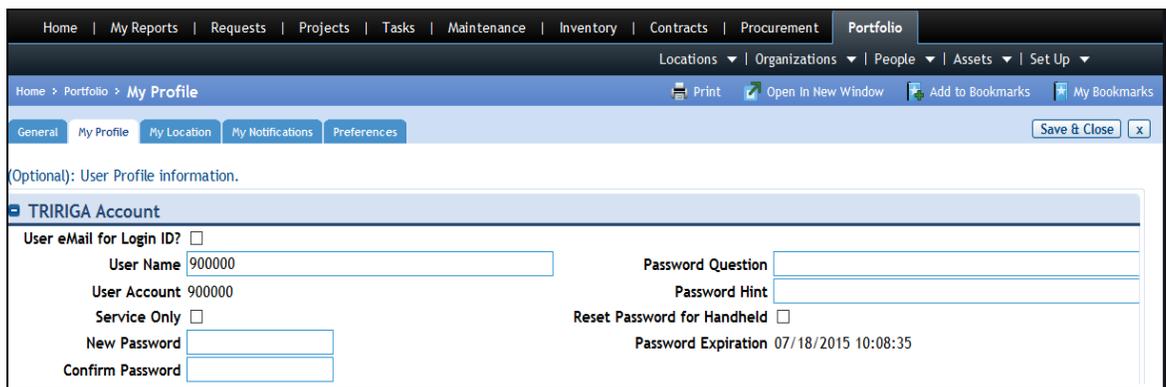
6. Wait for the page to refresh. You will see a long string of black dots in all 3 fields with no available actions.
7. Click **Sign Out**. You will be returned to the login page.



8. Enter your login information with your new password.

Procedure – Setting up your Password Hint

1. If this is the first time logging in, set up your password hint for identification purposes only. Note: There is not a “Forgot my password” function in TRIRIGA.
2. On the **Portfolio** landing page, in the **People** section, select **My Profile**.
3. Navigate to the **My Profile** tab. Note: If My Profile is not displayed, contact ADOA Service Desk to assist with setting up your password hint.
4. In the **Password Question** field, enter *a question of your choice*.
5. In the **Password Hint** field, enter *the answer to your question*.
6. Click **Save and Close**.



System Log-in and Trouble Shooting - TRIRIGA

Procedure – Changing a Password

If you need to change your password for general security purposes:

1. On the **Portfolio** landing page, in the **People** section, select **My Profile**.
2. Navigate to the **My Profile** tab. Note: If My Profile is not displayed, contact ADOA Service Desk to assist with setting up your password hint.
3. In the **New Password** field, enter **a new password**.
4. In the **Confirm Password** field, re-enter **your new password**.
5. Click **Save and Close**.

Successful System Access

Once you have successfully logged into TRIRIGA, you will see the following screen or one similar based on your assigned user roles.

Good luck with the new system!

The screenshot displays the IBM TRIRIGA Home dashboard. At the top, there is a navigation bar with links for Home, My Reports, Requests, Projects, Tasks, Maintenance, Inventory, Contracts, and Procurement. Below this, the dashboard is divided into several sections:

- Reminders - Maintenance:** A list of reminders including Notices, Plans, and Contracts.
- Performance Metrics - Maintenance:** A section showing key performance indicators such as Customer Satisfaction, PM to Repair Ratio, and % PM Tasks Completed vs Open.
- Related Links - Maintenance:** A list of links for Document Manager, Preventive Maintenance, Procedures, Set Up, and Maintenance.
- My Draft Job Plans:** A table with columns for PM Name, ID, Description, and Responsible Group (Shop). It currently shows "No data to display."
- My Active Job Plans:** A table with columns for PM Name, ID, and Description. It lists two active job plans:

PM Name	ID	Description
UAT TM1 Job Plan	1000005	FM-UA-11-6 set up job plan
UAT TM2 Job Plan	1000006	FM-UA-11-8 meter based preventative maintenance schedule
- Corrective and Preventive Tasks by Location:** A section for viewing tasks by location, which is currently empty.

Saving the TRIRIGA Web Address

Now that you have verified your ability to access TRIRIGA, this would be a good time to add the URL to your favorites or save a link to your desktop. Instructions are given for Internet Explorer.

Adding to Favorites While on the TRIRIGA Home Page

<https://afis.az.gov/tririga> Ensure you are on the correct web page URL (given on the above line)

1. Select **Favorites** then **Add to Favorites...** in the Task Bar at the top of the page
2. Enter a ***name for the webpage*** (e.g. *TRIRIGA Login*) and select ***a location for your Favorite to be saved***
3. Select **Add**
4. Verify the page was added by looking in the *Favorites* section of your task bar

Adding a TRIRIGA Link to your Desktop While on the TRIRIGA Home Page

<https://afis.az.gov/tririga>

1. Ensure you are on the correct web page URL (given on the above line)
2. Select **File** then **Save As...** in the Task Bar at the top of the page
3. Browse to your Desktop, which will likely be located at the top left of your Navigation Pane or can be found by typing Desktop in the Search bar
 - a. You can save this link anywhere, we recommend the Desktop for simplicity
4. Enter ***a Name for your link*** (e.g. TRIRIGA Login)
5. Minimize all applications so you can view your desktop and verify the link was added successfully

Trouble Shooting

When calling the ASET Service Desk for assistance, identify that your system sign-in issue is with New AFIS: TRIRIGA, not the current, legacy AFIS or other Facilities Management system. An easy way to communicate this is to indicate that you are accessing the system using a URL.

- URL does not work
 - When you find that you cannot access the system, you should contact your Agency Level 1 Support.
- Forgotten Password
 - You can request a password reset by contacting the ASET Service Desk at 602-364-4444, press option 4. Note: If you call for ASET Service Desk assistance, only you can call to request a password reset; the temporary password will be emailed to your agency email address.
- Incomplete user access
 - If you discover that you need additional or revised user security rights, use the UDOC process in New AFIS to request the revisions. If you need assistance with this, contact your Agency Level 1 Support resource.
 - If you believe that you have the right authorization and it appears not to be functioning, contact your Agency Level 1 Support resource.